

**BY ORDER OF THE  
SECRETARY OF THE AIR FORCE**

**AIR FORCE PAMPHLET 32-1098**

**1 APRIL 1996**



**Civil Engineering**

**BASE CIVIL ENGINEER SELF-HELP GUIDE**

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( MSgt Jim B. Whitcomb)  
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( Col Peter K. Kloeber)  
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This pamphlet implements AFPD 32-10, *Air Force Installations and Facilities*. It provides guidelines and procedures for operation of the Civil Engineer Self-Help Program. It does not apply to the Air National Guard. Bases may develop local operating instructions specific to their needs.

**SUMMARY OF REVISIONS**

This pamphlet aligns with AFPD 32-10, superseding AFP 85-9. It updates, clarifies, and streamlines previous guidance on operation of a Self-Help Center (SHC).

## Chapter 1

### CIVIL ENGINEER SELF-HELP PROGRAM

**1.1. Purpose.** Self-Help is a significant force multiplier, especially in constrained budget environments. It is a highly effective alternative for managing limited resources more effectively to improve quality of life for Air Force personnel. A successful Self-Help program improves facilities and fosters a feeling of pride and ownership.

**1.2. Leadership Support.** The key to a successful program is sustained involvement of base leadership. The BCE should involve base leadership in promoting the Self-Help Program as a base responsibility, not just a BCE responsibility. To ensure success of the Self-Help Program, financial and manpower support from base resources are essential.

**1.3. This Pamphlet and You.** This publication provides the basic information needed to support your self-help program. It contains simple guidelines -- a "road map." This guide is not the only way to manage self-help, but does include proven methods.

**1.4. Stock Record Account Responsibility.** The Chief of Material Acquisition usually is the accountable officer for all self-help materials.

**1.5. The Concept.** The heart of any Self-Help Program is the Civil Engineer Self-Help Center (SHC). The SHC is a facility from which materiel, loaner tools, and technical support, including training and assistance, are provided in a timely manner to base customers who want to perform self-help work. The SHC should be manned and equipped to support "one-stop service" for customers. The physical layout ([Attachment 1](#)) of the SHC should allow customers to conveniently shop for needed materials. The SHC should be designed to parallel similar commercial facilities and stocked with the types of materials commonly used for facility maintenance, repair, and upgrade. It should offer how-to literature, mockups, and professional technical advice to the customer. The SHC can support both base and Military Family Housing (MFH) customers. Consolidating the SHC for both these functions eliminates duplication of materials and saves considerable manpower, space, and money. Materials should be supplied from an efficient combination of on-site stockage and just-in-time delivery methods. Use of open-ended delivery contracts with local suppliers reduces warehousing requirements, yet ensures materials are available to support self-help projects.

**1.6. Material Support.** The SHC provides materials to supported organizations that do self-help work within their capabilities. The SHC also stocks minor maintenance and repair items such as paint, electrical receptacle covers, commode seats, hasps, caulking, and tools. First sergeants, dormitory managers, facility managers, and other specified people may be allowed to draw these materials across the counter without submitting AF Form 332, Base Civil Engineer Work Request. Similarly, MFH occupants can be served by the SHC.

**1.6.1. Minor Construction.** In addition to minor maintenance supplies, the SHC should provide minor construction materials such as paneling, sheet rock, suspended ceilings, floor tiles, and lumber. The requester must have an approved AF Form 332 to draw materials for this type of self-help work.

**1.6.2. SHC personnel should:**

- Stock the SHC with energy efficient, easy-to-use materials designed for low maintenance following installation.
- Issue grass seed, shrubs, and trees adapted to the geographical area only.
- Consider cost versus life-cycle when selecting self-help materials. Coordinate with other BCE functions to ensure standardization of materials; for example, color schemes.
- Ensure Air Force flame and smoke ratings are met for all materials provided from the SHC, including floor and wall coverings.
- Ensure compliance with local, state, and Federal requirements.
- Ensure interior and exterior finishes, materials, color, landscaping, and fencing meet local established standards.

**1.7. Base Participation.** The Base Civil Engineer, with support of the installation commander, should publicize the program, expedite customer requests, and minimize paperwork. The BCE should advertise in the daily bulletin, base newspaper, and at commander's calls and open houses to ensure all base organizations are aware of the purpose of the SHC, hours of operation, and the various types of work that can be accomplished. The BCE should create a status board or computer printouts to track projects from initiation to completion. Visits to the SHC by squadron commanders, as part of their initial training, facility managers, first sergeants, and groups such as wives' clubs, will help spread the word.

**1.8. SHC Focus:**

**1.8.1. Access and Appearance.** The SHC should be easy to find, accessible, and offer ample parking. The exterior appearance of the SHC establishes the customer's first impression and sets the standard for self-help attitudes. The SHC should look like a retail hardware or home improvement center...not like a "government warehouse." Consider a landscape display to enhance the SHC appearance and generate customer ideas for self-help landscape work. A color-coordinated exterior with eye-catching lettering identifying the SHC creates a strong positive impression.

**1.8.2. Operating Hours.** Since much self-help is accomplished during non-work hours, consider staying open after normal duty hours, during the lunch hour, and on weekends.

**1.8.3. Staffing the SHC.** The installation commander should view staffing the SHC as a base responsibility, not just a BCE responsibility. Consider using volunteers with special skills from around the base. Attributes of the workers in the self-help store are very important to the success of the program. They provide the services, skills, and continuity required for every project from beginning to end. Workers should be highly qualified and motivated, reflecting the best image and communications skills. The SHC staff can eliminate delays, provide training when necessary, and work closely with the customer to ensure all bottlenecks to job completion are minimized. Although a staff with varied skills is very important, more important is a positive attitude and an ability to communicate concepts clearly.

**1.8.4. Self-Help Training.** Proper training is essential to quality work. Training can be an effective BCE work force multiplier when customers are trained to do simple tasks that they normally would ask the BCE to accomplish. Display rooms can be built into the Center, each reflecting a different combination of walls, carpet/flooring, wood trim (chair rail, wainscoting), and lighting to demonstrate the variety of materials, color schemes, and building techniques customers can use in a project. If pos-

sible, allow room for hands-on displays, training areas, and adequate supply stock storage. Also include space for customers to review do-it-yourself books, videos, and other materials, and a computer and drafting board.

- *How-To Pamphlets.* Commercially available pamphlets provide step-by-step instructions for laying floor tile, installing drop ceilings, and other tasks. Your literature rack should also include information on energy conservation, landscaping, safety, fire prevention, home and work place security, and disaster preparedness ([Attachment 2](#)).
- *Video Instruction.* An excellent way to provide instruction is visually. Consider using your funds to purchase a video player monitor for visual instructions. A wide range of "how-to" videos are commercially available. If you can't find tapes you like, work with your audio visual personnel and shop craftsmen to create your own. The video system is great for all types of instruction, but may work especially well for those bases that don't have enough space in their center for mockups to accomplish hands-on training ([Attachment 2](#)).
- *How-To Books.* Many commercial publishers, such as Time-Life, publish excellent manuals on home repair and construction. These books may also be available through local bookstores, home improvement centers, or your base library ([Attachment 2](#)).
- *Training Seminars.* Training in basic skills such as carpentry, painting, and plumbing will ultimately minimize the amount of BCE labor required. These programs could be held over lunch hours, offered during evenings, or tailored to suit specific units on your base. Commercial distributors and manufacturers are a source for training workshops emphasizing their products in varied applications and installations.
- *Training Aids.* The SHC should contain mockups showing typical installations of materials stocked in the center. The mockups can be used to train customers how to do the job. Ideally, the grounds around the SHC should be landscaped to exhibit a scheme customers can duplicate through self-help. All displayed self-help material should be properly identified and labeled.

**1.8.5. Customer Service.** The SHC should provide one-stop service from submission of the self-help request to receipt of the material and tools. The SHC manager should be authorized to approve AF Forms 332 (up to a predetermined dollar amount). Critiques can provide valuable customer feedback from your customers ([Attachment 3](#)). Take appropriate action on suggested improvements.

**1.8.6. Loaner Tool Procedures.** The Center should provide loaner tools and other items needed to perform self-help work. Before issuing power tools, individuals should be trained on proper use and safety precautions ([Attachment 4](#)). This training should be documented.

**1.9. Self-Help Work Inspection.** Pre-inspection, in-progress, and final inspections of self-help work are vital steps in avoiding delays. Inspection ensures quality workmanship and identifies problem areas early. All inspections should be documented using a Record of Self-Help Inspection format ([Attachment 5](#)). Civil Engineer expertise should be available from job start to finish to help the customers. Inspections by CE craftsmen assure code compliance and uniformity of workmanship. Visits by the fire department and safety are encouraged during all phases of the project. Recommend an audit program for materials issued/used for Military Family Housing projects and document on pre-final or final inspections.

**1.10. Scheduling Priority.** The SHC manager should have authority to tap the resources of shop personnel when support is required. Delays should be eliminated - even at the risk of creating an insertion in the current week's schedule. Delay or inactivity will discourage self-help efforts and undermine an otherwise successful self-help program.

**1.11. Success Story Board.** Displaying "before-and-after" color photos of various self-help projects is an excellent way to advertise a satisfied customer. Potential customers can see completed projects, note color schemes, and contact the people who did the work. Consider implementing a local "outstanding project" awards program.

**1.12. Self-Help Center Accounting.** Separate accounting records should be maintained, by dwelling or facility, for issues to MFH occupants to establish an audit trail and to monitor possible excessive consumption by customers. Cost data should be transferred in accordance with the following:

- Charge issues to building managers, dormitory managers, Commanders, or First Sergeants to the collection work order number assigned to the facility.
- Charge issues to MFH occupants and the hospital to the applicable reimbursable work order number and account code depending on the type of work being done.

As issues are made across the counter, the document is processed in CEMAS charging material costs against the applicable work order. Therefore, cost data is processed at the time of issue. Issue documentation and cost transfer data should be retained at least two years for audit purposes. **NOTE:** MFH minor improvements cannot exceed the current statutory limits using P722 funds.

## Chapter 2

### SELF-HELP CENTER (SHC) OPERATING PROCEDURES

**2.1. Manpower.** In the CE Objective Squadron, the SHC is authorized in the Material Acquisition Element of the Operations Flight. Since this is a base-wide supported program, talent in other organizations can be detailed to the SHC using AF Form 2095, Assignment/Personnel Action. For example, you may find a licensed electrician in munitions, a roofer and carpenter in security police, and a plumber in administration. Personnel assigned to the SHC should be highly motivated, customer-oriented and should reflect a positive attitude.

**2.1.1. Manning.** To operate effectively and offer the advertised "one-stop operation," it is recommended that personnel within the Operations Flight with expertise in logistics/resources, and crafts such as electrical, mechanical, structural, be assigned to support the scope of self-help work.

**2.1.2. Other Resources.** Civilian overhires and summer hires should be used, if available. Fill out SF 52, Request for Personnel Action, and submit to the Civilian Personnel Office.

**2.2. SHC Options.** The Self-Help Center may be established under one of the following concepts. (Items stocked should be easy to install and authorized for self-help.)

- Centralized store (GOCESS) - across the counter issues are made to both base and MFH self-help customers, and to craftpersons. Collection work order number 00011 is assigned to the main store.
- Decentralized Self-Help (Forward Store) - across the counter issues are made to both base and MFH customers. You may elect to establish separate stores for both base and military family housing. Collection work order numbers 00013-00020 have been set aside for forward store use in WIMS.

**2.3. Stocking the SHC.** Determining items to be stocked is a continuous effort. Geographical and local conditions should be considered to establish SHC stockage of material. All items stocked in the SHC should be loaded and issued through CEMAS. The housing office should identify those items authorized for issue to housing occupants. This listing should be included in housing brochures. Determine the maximum quantities to be stocked and establish reorder points. Periodic review is recommended. Adjust stock levels as needed.

**2.3.1. Minor Construction.** The SHC provides materials to support organizations that do minor construction self-help work within their capabilities, including paneling or fabric covered sheet rock and suspended ceilings, floor tiles, walls, etc. The requestor submits an approved AF Form 332 to draw materials for this self-help work.

**2.3.2. Minor Maintenance.** These are materials issued across the counter to facility managers or MFH occupants to do minor maintenance. Examples are paint, electrical receptacle covers, commode seats, hasps, caulking, and tools. First sergeants, dormitory managers, facility managers, and other specified people are allowed to draw their materials without submitting AF Form 332. In addition to minor maintenance type items, MFH provides other items such as furnace and air conditioner filters and landscaping items like trees and shrubbery. SHC should maintain listings of people authorized to draw items from the Center. On-line access or hard copy listings may be obtained from the following sources:

- Facility Managers - Base Civil Engineer Real Estate Section or Zonal Maintenance Superintendent.
- MFH Occupants - Family Housing Flight.
- Organizations (Squadron Commander, First Sergeant, dormitory manager).

**2.3.3. Seasonal Items.** Seasonal items experience peak demand periods and include -- but are not limited to -- grass seed, shrubs, and fertilizer.

**2.4. Local Operating Procedures.** Local operating procedures are encouraged. It is recommended that local SHC operating procedures be coordinated with appropriate base agencies, including Fire Protection, Family Housing, and Bioenvironmental Engineering.

- Consider developing a self-help critique to get feedback from the customer as to the service being provided. A sample self-help critique is provided ([Attachment 3](#)). Review critiques immediately upon receipt and take necessary actions.
- Consider establishing a sign-in register for customers. Monitor the number of customers and sales monthly.
- Sales should be analyzed to ensure adequate stock levels and management of funds.
- Turn-in procedures should be established for unused materials.
- Provide product information and application instructions for all hazardous materials such as herbicides and pesticides. Recommend developing local briefings and documenting all issues of hazardous materials.

**2.5. Product Display of Stocked Items.** Color-coordinated samples of paint, paneling, and carpet should be displayed, in five or six color schemes approved by the installation Commander. Carpeting or carpet tiles should be available for issue or contract installation provided when a customer is ready for carpet. A recurring carpet installation service contract should be maintained so that a separate contract does not have to be executed every time a customer wants to install carpet. A good stock of brushes, roller kits, paint thinner, and drop cloths should be kept on hand.

**2.6. Tool Control.** It is essential to maintain positive, auditable control over tools utilized by the SHC and its customers.

**2.6.1. Authorized Tool List.** An authorized list of tools should be developed, considering MFH occupant needs. Shovels, rakes, de-thatchers, minor construction tools, toolboxes, ladders, and more should be included. Even large items such as carpet cleaners, "shop-vacs," and tile cutters could be included as part of your tool program.

**2.6.2. Tool Boxes.** Individual toolboxes should be built based on different crafts or types of work being accomplished. Structural, electrical, and plumbing boxes are just a few examples. A detailed inventory list should be attached to each box.

**2.6.3. Inventory Control.** Tools should be stored in a room with controlled access. All tools issued should be signed for by the requesting individual. Use AF Form 1297, Temporary Issue Receipt, or similar locally-developed form. A firm return date should be established so tools are available for other customers. Consider assigning CSL to tools; issue them and return to stock under CEMAS. Delinquent returns should be followed up immediately. All tools should be inventoried at least quarterly.

## Chapter 3

### SELF-HELP WORK ORDER PROCESSING

**3.1. Overview.** The procedures listed below provide basic concepts of processing self-help work orders. Development of local procedures is authorized and encouraged.

**3.2. Delegation Authority.** The SHC should have the authority to approve AF Forms 332 up to a specified dollar amount.

**3.3. Approval Process.** To speed the approval process, customers should pre-coordinate with Fire and Safety. The SHC may coordinate the project by phone if the project is minor. Depending on the number of AF Forms 332 needing coordination, representatives from Safety and Fire Protection may stop by the SHC periodically to coordinate. Facilities approved by the Facility Board for blanket self-help work (current fiscal year only) require higher authority signature. However, the facility manager must still submit an AF Form 332. The SHC reviews the AF Form 332 for proper coordination and determines if the work can be done by self help. Planners should visit the job site to verify material requirements and prepare the CEMAS bill of materials (BOM). The BOM is attached to the AF Form 332 and forwarded to the approval/funding authority. Upon approval, logistics personnel will order the materials. Depending on the availability of materials, the customer is given a tentative start date. If any BCE support is required, the SHC will schedule with operations flight personnel.

**3.4. Beginning the Project.** As materials become available, SHC personnel should call the customer for the required briefings and contact the work order POC who will monitor the work. Release of materials is timed according to the scope of work and the ability of the customer to utilize the materials. In some circumstances, all materials may be issued at once. In other instances, materials are issued in phases.

**3.5. Phased Work.** Work may need to be broken down into phases based on complexity of the project. Inspections must be completed and documented prior to start of the next phase. For example, there are key inspection points during installation of electrical wiring that need to be completed prior to close in. All work and coordination are handled through the SHC from START to FINISH.

**3.6. Work Request Approval, AF Form 332.** Customers should be told to use AF Form 332 to request self-help. Customers are required to provide a detailed description of work to be done with support justification and should include applicable sketches, site plans, and a list of materials. Consider having self-help customers complete a questionnaire ([Attachment 6](#)) with AF Form 332. SHC should coordinate with the facility manager and obtain the signature of the requesting organization commander or MFH occupant. Upon receipt of AF Form 332, the SHC should review and assist the customer in determining requirements.

3.6.1. Customers are encouraged to coordinate with appropriate agencies based on type of work to be done to speed up the process; for example, Fire, Safety, Bioenvironmental.

3.6.2. Make self-help easy for the customer, but be sure to properly account for materials by using the proper documentation and by maintaining a good audit trail. At the time of the first material issue, and as POCs change with personnel changes, give the responsible POC a documented briefing ([Attachment 7](#)).

3.6.3. For accounting purposes, charge items to the individual work order authorizing the work, or use the appropriate work order for self-help not requiring an AF Form 327, Base Civil Engineer Work Order, as outlined in AFI 32-1031, *Operations Management*.

3.6.4. If capitalization of self-help work is required, follow guidance in AFI 32-1031. Capitalization costs are based on total project cost (both funded and unfunded).

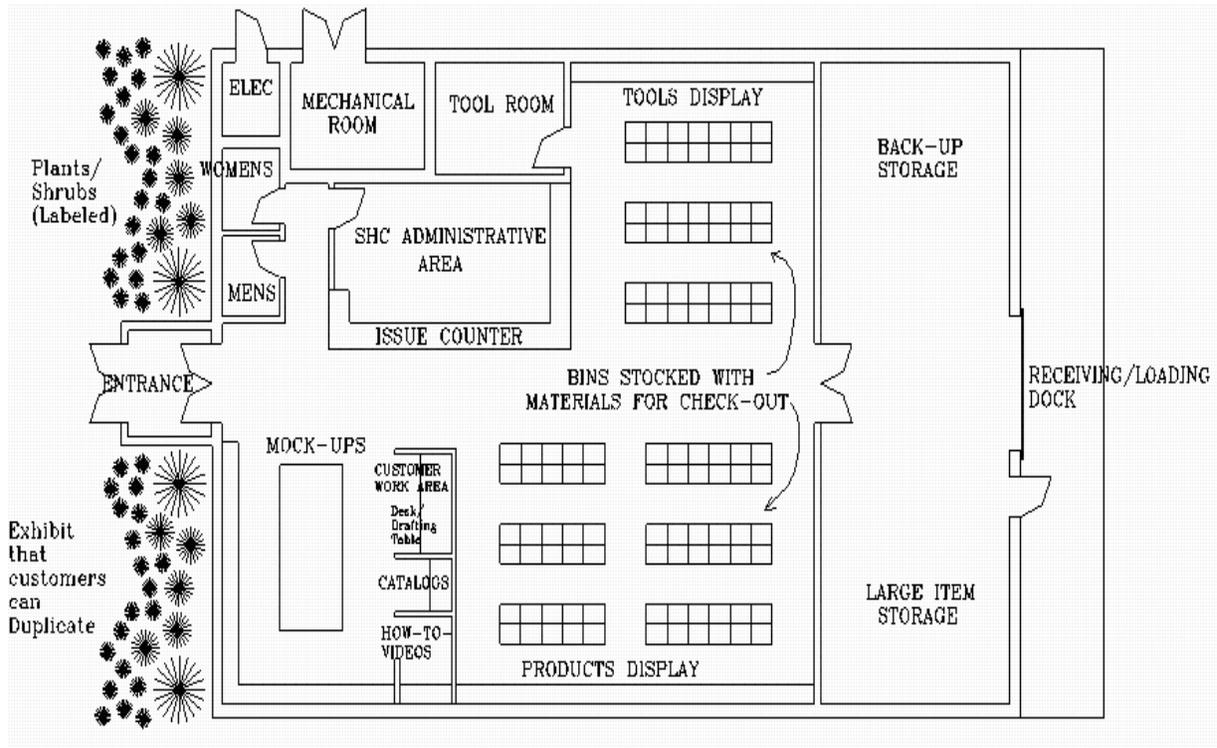
**3.7. Self Inspection.** Recommend using an all-purpose checklist ([Attachment 8](#)) to periodically review your self-help program, to ensure you are following established procedures, and to find better ways to serve your customers.

EUGENE A. LUPIA, Maj General, USAF  
The Civil Engineer

Attachment 1

SELF-HELP CENTER LAYOUT

Figure A1.1. Self-Help Center Layout.



## Attachment 2

## SELF-HELP TRAINING RESOURCES

**NOTE:**

Use of a name of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

## Publishers

Creative Homeowner Press

24 Park Way

Upper Saddle River NJ 07458

(201) 934-7100

(800) 631-7795

National Retail Hardware Association

5822 W. 74th St

Indianapolis IN 46278

(317) 290-0338

Ortho do-it-yourself books

Sarvis

6111 Gazebo Park Place North

Jacksonville FL 32257

(800) 334-0007 Ext 216

Sunset do-it-yourself books

Lane Magazine & Book Company

80 Willow Rd

Menlo Park CA 94025-3691

(415) 321-3600

(800) 227-7346

Cooperative Extension Service Publications on Landscaping and Grounds Maintenance

Garden Way *Do-It Yourself* books

Reader's Digest *Do-It-Yourself* books

Books

*Better Homes and Gardens Complete Guide to Home Repair, Maintenance, and Improvement*, Meredith, 1980

*Better Homes and Gardens Deck and Patio Projects You Can Build*, Meredith, 1977

*Tools and How to Use Them: An Illustrated Encyclopedia*, by Albert Jackson and David Day, Knopf, 1978

*The Homeowner's Complete Manual of Repair & Improvement*, Arco, 1983

*The Ortho Problem Solver* (Third Edition), by Michael Smith, 1989

Videos

HomeTime *Do-It-Yourself* series:

*Common Home Repairs*

*Basic Landscaping*

*Bathrooms*

*Cabinets*

*Ceilings*

*Ceramic Tile*

*Children's Playsets*

*Decks*

*Drywall*

*Electrical*

*Exterior Painting*

*Fences and Gates*

*Finish Carpentry*

*Finishing a Basement*

*Framing*

*Furniture Refinishing*

*Hand and Power Tools*

*Home Decorating*

*Home Security*

*Interior Paint and Wallpaper*

*Kitchens*

*Lawn Care*

*Lighting*

*Patios and Walkways*

*Plumbing*

*Roofing*

*Siding*

*Storage*

*Vinyl Flooring*

*Weatherization and Insulation*

*Windows and Doors*

*Wood Flooring*

Available from:

HOMETIME

6213 Bury Drive

Eden Prairie MN 55346

(612) 937-2291

Attachment 3

SELF-HELP CENTER CRITIQUE

MEMORANDUM FOR BCE

FROM:

Work Order Numbers: \_\_\_\_\_ Building No: \_\_\_\_\_

*(Circle One)*

	NO					YES				
1. Were the Self-Help Center personnel courteous?	1	2	3	4	5	1	2	3	4	5
2. Was your request processed in a timely manner?	1	2	3	4	5	1	2	3	4	5
3. Did your project require BCE support?	1	2	3	4	5	1	2	3	4	5
4. Was BCE support available at the time needed?	1	2	3	4	5	1	2	3	4	5
5. Do you feel that materials on-hand were adequate for you to do your project?	1	2	3	4	5	1	2	3	4	5
6. Do you feel "how to" instructions given by the Self-Help Center helped you perform your task?	1	2	3	4	5	1	2	3	4	5
7. Would you attempt more self-help projects under this concept?	1	2	3	4	5	1	2	3	4	5
8. Would your unit have requested the work from the BCE if Self Help was not an available option?	1	2	3	4	5	1	2	3	4	5

9. How do you feel we could improve self-help support? Comments:

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Attachment 4

TOOL SAFETY BRIEFING

POWER TOOLS ISSUED:

_____	_____
_____	_____
_____	_____

INITIAL EACH ITEM:

1. \_\_\_\_\_ KNOW THE TOOL.  
If you have not operated the tool before, read the owner's manual carefully. Learn the tool's proper application, limitations, and specific potential hazards.
2. \_\_\_\_\_ USE THE RIGHT TOOL.  
The right tool will do the job better and safer.
3. \_\_\_\_\_ CHECK FOR DAMAGED PARTS.  
Before using a tool, check the guard for damage and check all other parts for proper operation. Check (a) alignment of moving parts; (b) mountings; (c) binding or breakage of parts. A guard or other part that is damaged should be reported to Self-Help personnel. Do not use the tool if the switch does not turn it on and off.
4. \_\_\_\_\_ USE RECOMMENDED ACCESSORIES ONLY.  
Consult the owner's manual for recommended accessories and follow instructions. Improper use of accessories may be hazardous.
5. \_\_\_\_\_ DRESS FOR THE JOB.  
Loose clothing and jewelry can be caught in moving parts and should not be worn. Rubber gloves and nonskid footwear are recommended when working outdoors. Wear protective hair covering to contain long hair.
6. \_\_\_\_\_ USE HEARING PROTECTION AND SAFETY GLASSES, GOGGLES, OR FACE SHIELD.  
Also use a face or dust mask if work is dusty.
7. \_\_\_\_\_ GROUND TOOLS (UNLESS DOUBLE-INSULATED).  
If the tool is equipped with an approved 3-prong grounding plug, do not attempt to bypass this safety feature. The green conductor in the cord is the grounding wire. Never connect the green wire to a live terminal.
8. \_\_\_\_\_ GUARD AGAINST ELECTRIC SHOCK.  
Prevent body contact with grounded surfaces such as pipes, radiators, ranges, and refrigerator enclosures.
9. \_\_\_\_\_ AVOID FLAMMABLE LIQUIDS/GASES.  
Motors in power tools normally spark and the sparks might ignite fumes.
10. \_\_\_\_\_ REMOVE ADJUSTING KEYS AND WRENCHES.  
Make a habit of checking to see that keys and adjusting wrenches are removed from tools before turning them on.
11. \_\_\_\_\_ SECURE WORK.  
Use clamps or a vise to hold work. It's safer than using your hands and frees both hands to operate the tool.
12. \_\_\_\_\_ KEEP GUARDS IN PLACE.  
Keep guards in working order, properly adjusted and aligned.

13. \_\_\_\_\_ DONT FORCE A TOOL.  
Power tools are more efficient and safer when operating at rated speed.
14. \_\_\_\_\_ USE CORRECT DIRECTION OF FEED.  
Feed work into a blade or cutter against the direction of rotation of the blade or cutter only.
15. \_\_\_\_\_ AVOID UNINTENTIONAL STARTING.  
Don't carry a plugged-in tool with your finger on the switch. Be sure the switch is off when plugging it in.
16. \_\_\_\_\_ NEVER LEAVE TOOL RUNNING UNATTENDED.  
Turn power off. Don't leave tool until it comes to a complete stop.
17. \_\_\_\_\_ STAY ALERT.  
Watch what you are doing. Use common sense. Do not operate a power tool when you are tired.
18. \_\_\_\_\_ KEEP HANDS AWAY FROM CUTTING AREA.  
Avoid accidental contact with tool cutting edge.
19. \_\_\_\_\_ DON'T OVERREACH.  
Keep proper footing and balance at all times.
20. \_\_\_\_\_ NEVER STAND ON A TOOL.  
Serious injury could result when a tool is tipped.
21. \_\_\_\_\_ KEEP WORK AREA CLEAN, DRY, AND WELL-LIT.  
Cluttered areas and benches invite injuries. Don't expose power tools to rain or use power tools in damp or wet locations.
22. \_\_\_\_\_ KEEP VISITORS AWAY.  
Do not allow children in the work area. Do not let visitors contact tools or extension cords.
23. \_\_\_\_\_ UNPLUG TOOLS.  
Unplug tools when not in use, before servicing, and when changing accessories, such as blades, bits, cutters.
24. \_\_\_\_\_ STORE IDLE TOOLS.  
Tools should be stored in a dry location, either locked up or out of reach of children.
25. \_\_\_\_\_ DON'T ABUSE CORD.  
Never carry a tool by its cord or yank the cord from the receptacle. Keep the cord away from heat, oil, and sharp edges.
26. \_\_\_\_\_ MAINTAIN TOOLS WITH CARE.  
Keep tools clean for better and safer performance. Follow instructions for lubricating and changing accessories. Inspect tool cords periodically, and report damage to Self-Help personnel before using the tool! Inspect extension cords periodically and report any deterioration to Self-Help personnel. Keep handles dry, clean, and free from oil and grease.

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

TRAINING PROVIDED BY: \_\_\_\_\_

Attachment 5

RECORD OF SELF-HELP INSPECTION

DSW # \_\_\_\_\_

BLDG # \_\_\_\_\_

A. IN-PROGRESS INSPECTION. The systems listed meet all codes and Air Force standards.

PHASE I:

	DATE	INSPECTOR'S SIGNATURE	REMARKS
ELECTRICAL	_____	_____	_____
STRUCTURE	_____	_____	_____
PLUMBING	_____	_____	_____
FIRE	_____	_____	_____

PHASE II:

	DATE	INSPECTOR'S SIGNATURE	REMARKS
ELECTRICAL	_____	_____	_____
STRUCTURE	_____	_____	_____
PLUMBING	_____	_____	_____
FIRE	_____	_____	_____

B. FINAL INSPECTION

UNUSED MATERIAL TURNED IN? Yes \_\_\_\_\_ No \_\_\_\_\_

I certify that all material issued for this project was either used or turned in.

\_\_\_\_\_ Customer's Signature Date

Approved/Disapproved: \_\_\_\_\_ Inspector's Signature Date

**Attachment 6**

**SELF-HELP QUESTIONNAIRE (SUBMIT WITH AF FORM 332)**

**(BASE) SELF-HELP PROJECT SUPERVISOR:**

1. How is work area being heated?
 

a. heat pump _____	d. radiator _____
b. forced air _____	e. other _____
c. radiant heat _____	
  
2. How is work area being cooled?
 

a. heat pump _____	d. forced air _____
b. evaporative cooling _____	e. other _____
c. window unit _____	
  
3. If forced air, how is air returned?
 

a. in the hall _____	c. in the ceiling _____
b. in the wall _____	d. in the door _____
  
4. If forced air, did you plan to put a louver in to permit return of cold air?  
 YES \_\_\_\_\_ NO \_\_\_\_\_  
 If YES, where?
 

a. door _____	c. wall _____
b. ceiling _____	d. other _____
  
5. Are you installing a suspended ceiling?  
 YES \_\_\_\_\_ NO \_\_\_\_\_  
 If YES, are there:
 

a. Lights to be relocated?	YES _____	NO _____
b. Air ducts to be lowered?	YES _____	NO _____
c. Sprinkler system to be lowered?	YES _____	NO _____
d. Unit heater to be lowered?	YES _____	NO _____

If YES to any of the above, contact the SHC manager for assistance in identifying this work on AF Form 332.

6. Does this work require any electrical or mechanical support?

YES \_\_\_\_\_ NO \_\_\_\_\_

If YES, do you have anyone qualified to do:

a. Electrical? YES \_\_\_\_\_ NO \_\_\_\_\_ NAME \_\_\_\_\_ PHONE \_\_\_\_\_

b. Mechanical? YES \_\_\_\_\_ NO \_\_\_\_\_ NAME \_\_\_\_\_ PHONE \_\_\_\_\_

7. Is there any existing thermostat located in the self-help work area?

YES \_\_\_\_\_ NO \_\_\_\_\_

a. Does this work require the relocation of an existing thermostat?

YES \_\_\_\_\_ NO \_\_\_\_\_

b. Does this work require the installation of a new thermostat?

YES \_\_\_\_\_ NO \_\_\_\_\_

If you answered YES to any of the above, contact the SHC manager to verify this requirement.

8. Does your self-help work include painting or carpeting?

YES \_\_\_\_\_ NO \_\_\_\_\_ BOTH \_\_\_\_\_

If YES, contact the SHC manager for available color coordination.

9. Does this work involve painting different surfaces such as wood and sheet rock?

YES \_\_\_\_\_ NO \_\_\_\_\_ BOTH \_\_\_\_\_

If YES, contact SHC manager for type of paint recommended for surface in question and proper surface preparation.

10. Does this work involve wall paneling?

YES \_\_\_\_\_ NO \_\_\_\_\_

11. Does this job involve work on exterior walls?

YES \_\_\_\_\_ NO \_\_\_\_\_

12. Will this work involve modifying the exterior structure of the building?

YES \_\_\_\_\_ NO \_\_\_\_\_

If YES, contact SHC manager for proper paint and surface preparation.

13. Will this work involve removing or altering a load bearing wall (Examples of load bearing walls are exterior walls and some interior walls)?  
YES \_\_\_\_\_ NO \_\_\_\_\_

If YES or unsure, contact the SHC manager for assistance.

14. Does this work involve installing or relocating telephones, computer equipment, or intrusion alarms?  
YES \_\_\_\_\_ NO \_\_\_\_\_

If YES or unsure, contact the SHC manager for civil engineering, telephone maintenance, or information systems support.

15. Does this work require an AF Form 103, **Base Civil Engineering Work Clearance**; e.g., landscaping and fence installation?  
YES \_\_\_\_\_ NO \_\_\_\_\_

16. Do you know or suspect that you will encounter asbestos in the area where this project will take place?  
YES \_\_\_\_\_ NO \_\_\_\_\_

If YES or unsure, contact the SHC manager for assistance.

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

Briefed by: \_\_\_\_\_

**Attachment 7**

**CONFIRMATION OF BRIEFING SELF-HELP WORK**

*I have been briefed by self-help center personnel on the items listed below and fully understand my duties and responsibilities in doing self-help work.*

Items Briefed:

- \_\_\_\_\_ 1. Nature and scope of civil engineering support.
- \_\_\_\_\_ 2. Normal safety precautions including demonstrated proficiency in the use of power tools.
- \_\_\_\_\_ 3. Civil engineering material support.
- \_\_\_\_\_ 4. Start and stop dates of work.
- \_\_\_\_\_ 5. Coordination of anticipated date of completion.
- \_\_\_\_\_ 6. In progress and final inspections.
- \_\_\_\_\_ 7. Warranty and guarantee responsibilities.
- \_\_\_\_\_ 8. Return of unused materials and borrowed tools, if any.
- \_\_\_\_\_ 9. Work Clearance Request and emergency procedures.
- \_\_\_\_\_ 10. Organizations must provide all employees specialized job safety, fire prevention, and health training for specific self-help job/task to be performed.
- \_\_\_\_\_ 11. Organizational supervisors will have on file for each employee an AF Form 55, Employee Safety and Health Record, covering at least the 17 mandatory items on the form as they pertain to the self help job/task to be performed.

Name: \_\_\_\_\_ Rank: \_\_\_\_\_

Organization: \_\_\_\_\_

Bldg No.: \_\_\_\_\_ Work Order No.: \_\_\_\_\_

## Attachment 8

**SAMPLE QUESTIONS FOR SELF INSPECTION TITLE/SUBJECT/ACTIVITY/  
FUNCTIONAL AREA/DATE**

No.	Item	YES	NO
1	Is technical guidance available for store customers?		
2	Are records of issues maintained by dwelling to establish an audit trail and to monitor possible excessive material consumption?		
3	Have procedures been established to identify authorized users to draw material, tools, and equipment from the Self-Help Center (SHC)?		
4	Does Family Housing Management furnish the SHC with current changes to existing occupancy listings regularly?		
5	Is SHC receiving current listings of building custodians and alternates from the BCE Real Estate Branch?		
6	Are issued tools checked out on AF Form 1297, Temporary Issue Receipt, and followup action taken to retrieve overdue tools?		
7	Are total sales recorded in WIMS?		
8	Are line item levels properly maintained and inventoried at least annually?		
9	Is the Confirmation of Briefing checklist being utilized to brief Self-Help requesters prior to work commencement?		
10	Are in-progress and final project inspections being made as required?		
11	Do SHC personnel verify materials complete prior to issue ?		
12	Is Minor Construction type work being performed on facilities scheduled for demolition?		
13	Are tools periodically inspected for safe operation and inventoried?		
14	Do organizational supervisors have an AF Form 55, Employee Safety and Health Record, on file for each person working on the self-help project?		
15	Are Change Orders accomplished in a timely manner? Are the rationale and justification for Change Orders obtained, approved, and stored in the work order folders?		
16	Are Work Orders screened to ensure that all materials issued against the Work Order are properly charged before the Work Order is closed?		
17	Are planning estimates reviewed to ensure that they are realistic? Are low estimates resulting in unnecessary Change Orders?		

18	Are WIMS reports being screened to ensure that inputs are being properly received?		
19	Are all issue documents secured inside the Work Order folder prior to closing the work order?		
20	Are issue documents compared to the final WIMS Bill of Materials, and the differences resolved prior to closing the Work Order?		
21	Is sufficient time being allocated to input WIMS transactions to ensure that backlogs do not become excessive?		
22	Are applicable customers being given and signing for a power tool safety briefing?		
23	Does any Self-Help work require specialized safety equipment to be worn by the user?		
24	Is self-help minor construction work and donated materials requiring capitalization reported to Real Property?		
25	Does the work requested duplicate work already included in another in-house or contract program?		

